

TITAN NEWS

JULY EDITION

PROJECT UPDATE

It has been a month since we experienced our first “Go-Live”. Since the “Go-Live”, the project team has been focused on three major activities:

- The support staff has been working with the users and the vendor to resolve issues and concerns that have affected the performance of Titan.
- Project Stakeholders have reviewed the Project thus far to identify lessons learned.
- The team is building the plan for the next implementation, applying those lessons learned.

At “Go-Live” ten (10) issues were identified to be resolved. To date, seven (7) of the items have been resolved, the other three (3) are expected to be resolved soon. In every case, a work-around has been identified until the permanent resolution is implemented. We expect to continue to discover some issues and resolve them quickly. The lessons learned exercises have identified 187 items, fifty-seven (57) items were things that were done well and one-hundred and twenty-nine (129) were items that we need to improve as the project progresses. The Team is reviewing the requirements for the next “Go-Live” effort and is applying the lessons learned to build an improved approach and schedule for the next launch. We will share the schedule with you as we can.

There is not secret to a successful launch, it requires everyone, Titan team members and users to work together for a common good. For your involvement and effort, Thank You.

TITAN NEWS SCHEDULE

The Titan News will publish the first Friday of every month until further notice. We are continuing to make updates at the Titan website at www.tn.gov/didd/TITAN. The next newsletter will be published on August 1, 2014.



Tangela Henderson

Change Agent

CHANGE AGENT PROFILE

Tangela Henderson – West Region

Tangela is the Director of Intake and Case Management for the West Tennessee Regional Office in Arlington. She's been with DIDD for 12 years and spent two years at Arlington Developmental Center. She appreciates the mission of DIDD in enhancing the lives of people with intellectual disabilities, especially how DIDD strives to provide a wide range of services to help people become more independent.

Tangela has enjoyed performing in her Change Agent role, especially doing an exercise at a staff meeting that emphasized how even the smallest of changes make a difference in how people perform on a daily basis. The West TN staff are of two minds about Titan, with some of them expressing that “change is a part of our everyday lives” and others doubting whether or not Titan will actually provide the benefits the State would like.

Finally, Tangela is a self-proclaimed “iPad-a-holic”! She says that her iPad is the first thing she touches in the morning and the last thing she touches at night – a true addict! Guess we all have our foibles!